

**Message: RE: A2A Website Issue**

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**✉ RE: A2A Website Issue**

**From** Smith, Sherrece  
**To** 'Laura Griggs'  
**Cc**

**Date** Monday, June 26, 2017 11:36 AM

Good morning, Laura—

I'm working on this.

Thank you,

Sherrece

Sherrece Smith  
Executive Assistant  
Commissioner's Office  
Office of Administration  
State Capitol Building  
Room 125  
Jefferson City, MO 65101  
Office: 573.751.1851

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**From:** Laura Griggs [mailto:treasurer@faithmaternity.com]  
**Sent:** Monday, June 26, 2017 10:26 AM  
**To:** Smith, Sherrece  
**Subject:** A2A Website Issue

Hi Sherrece -

I'm having an IT issue with setting up a new user for the A2A login page. I was hoping you would be able to forward this to ITSD like Emily has in the past when we've had issues?  
Here's the problem we're having:

One of our employees resigned, Dawn Craighead, and I inactivated the user profile. I want to set up another one of our employees, Minnie Via, to help with entering A2A data online using

the same email address (since she is using Dawn's old email to keep up with clients anyway). But the system sends an error message when Minnie follows the link to set up the account. It tells her she needs to reset the password, and if she tries to do that she gets an "access denied" message.

Is there any way to resolve this issue? Or do I need to create a new email address in order to allow this employee access?

Thank you!  
Laura Griggs  
Treasurer  
Faith Maternity Care